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PATENT & TRADEMARK OFFICE

FIG. 1

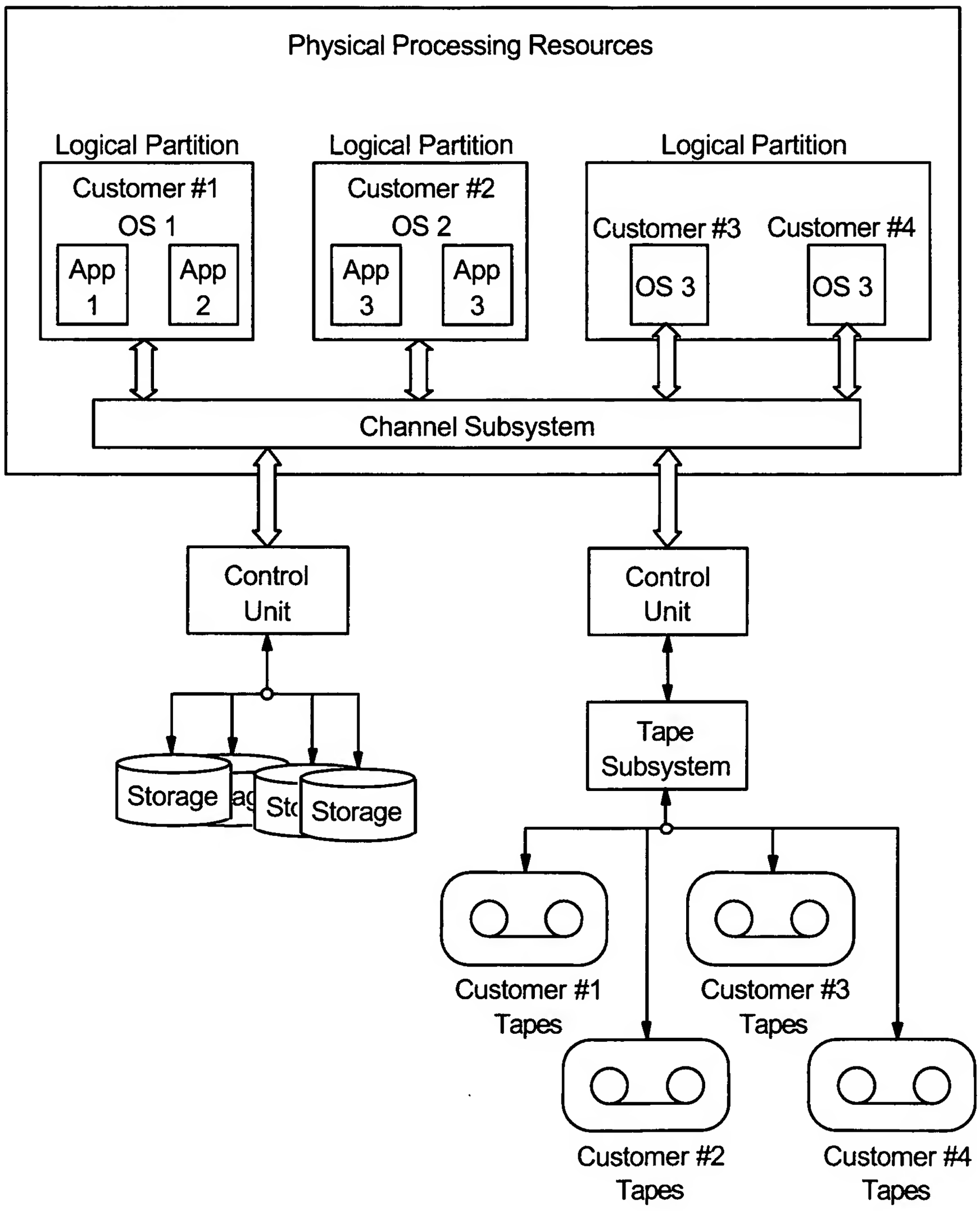


FIG. 2

Customer	Service/Type	Cost	Breach Award
A	24x7 "Premium"	$100/day	$200/hour Down Time plus Software Rebate
B	24x7 "Standard"	#30/day	$30/day down Time plus Software Rebate
C	24x7 "Standard"	$30/day	Software Rebate

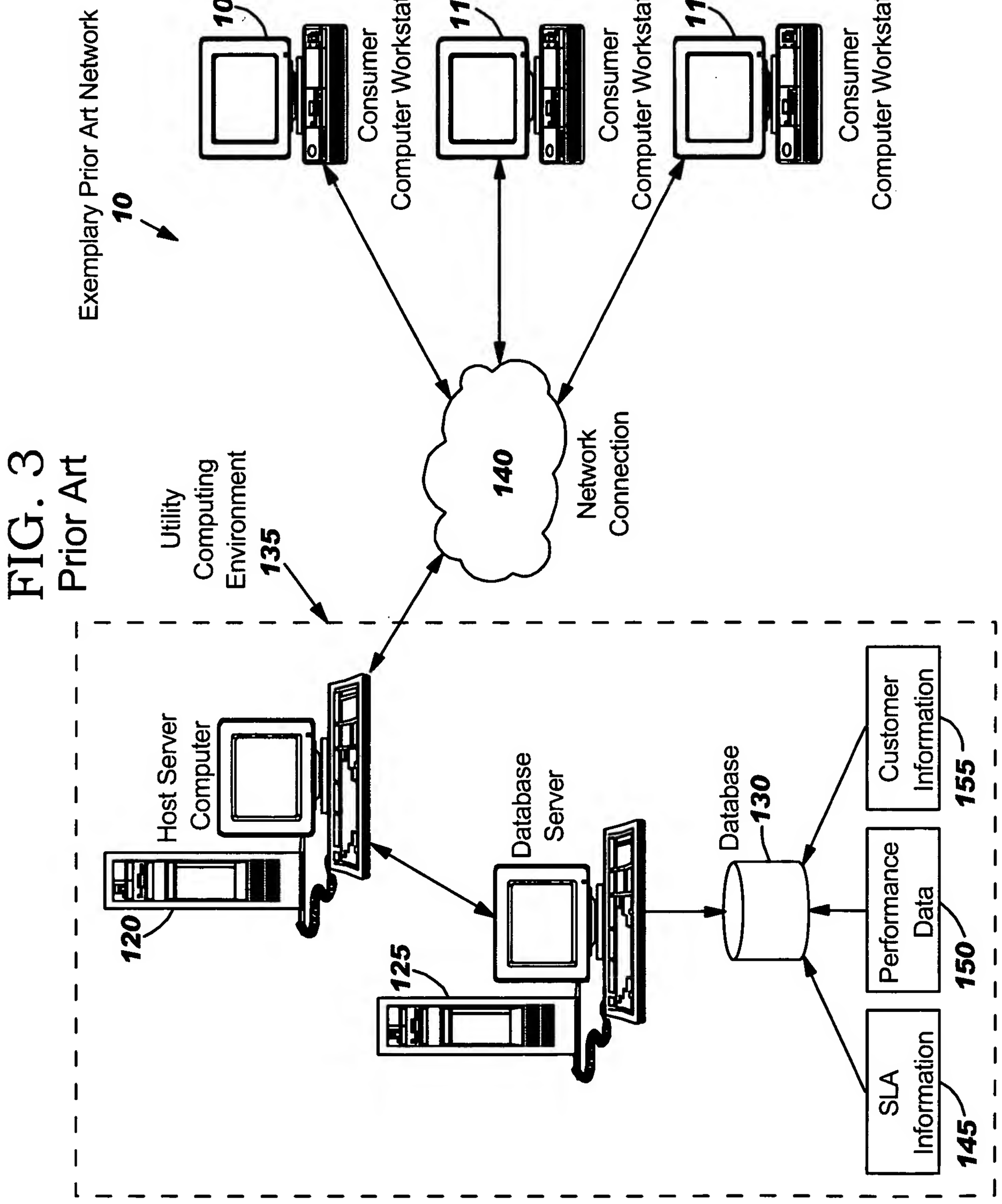


FIG. 3
Prior Art

FIG. 4

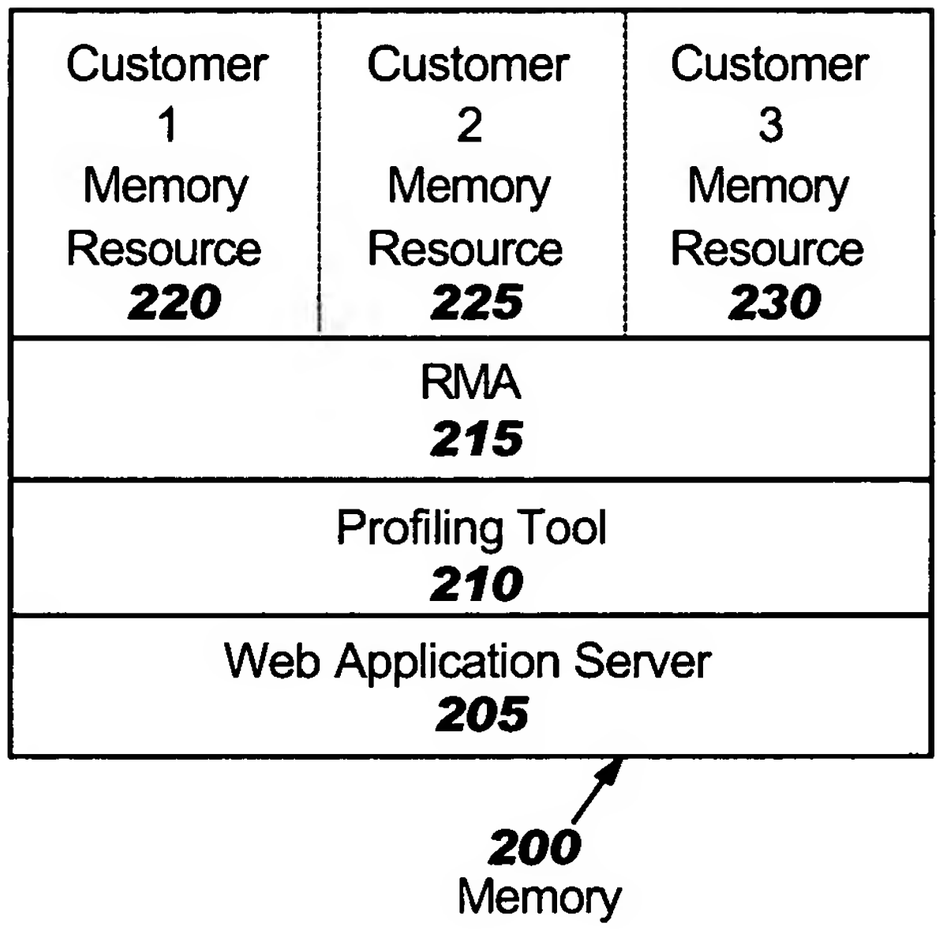
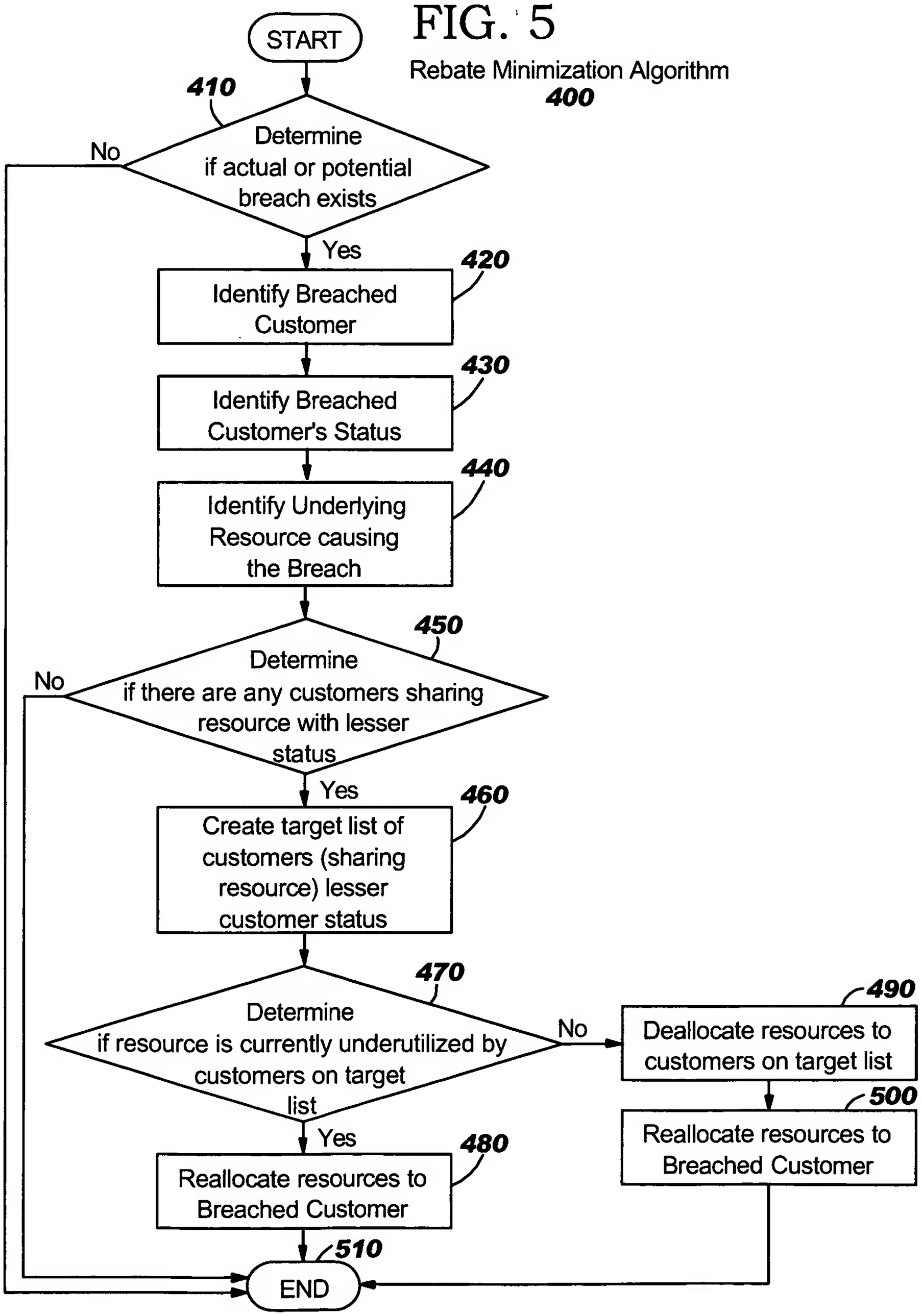

Customer 1 Memory Resource 220
Customer 2 Memory Resource 225
Customer 3 Memory Resource 230
RMA 215
Profiling Tool 210
Web Application Server 205
200 Memory

FIG. 5

Rebate Minimization Algorithm
400